

Interpersonal Skills
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Lecture-03
How Can I Develop Interpersonal Skills?

Hello friends, we are doing interpersonal skills and we have discussed the very definition of interpersonal skills, what do we mean by interpersonal skills, how interpersonal skills are important in our life and how interpersonal skills give us a kind of space and a kind of a speed to excel in professional life, well today I am going to discuss how can we develop interpersonal skills.

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How Can I develop Interpersonal Skills?

- Developing interpersonal skills require a lot of practice, until they become a habit.
- Become an active listener and use positive body language.
- **Efficient communication:** With efficient communication, you can avoid any misunderstandings with your team.
- **Resolve conflicts:** take the role of moderator when dispute arises, discuss the issues clearly, and try to resolved it.

And various types of attributes that are associated with interpersonal skills, how can I develop interpersonal skills; developing interpersonal skills required a lot of practice and awareness until they become a habit. Now here are some few examples to become an active listener, when someone is talking to you make him or her feel like you are interested through active listening, for instance, you can demonstrate active listening by restating what they said in your own words to show understanding.

Appreciate others; this is a very important point when we talk of interpersonal skills, appreciating others means acknowledging, realizing others quality and making them feel good. So appreciating others now you may be able to do this by identifying a positive attribute about your teammates and appreciating it, thank them when they assist you with anything and make them feel welcome when they seek assistance from you.

A smile, a smile is very important simply by putting a smile on your face shows that you are welcoming everyone. So smile and to use positive body language everyone loves to associate with a happy person, this is a fact that if you make your face, I mean horrible and negative kind of impression will be there on your face people may not like you. So when you have a smiling face well, everyone loves to associate with you.

If you often smile and have a beat attitude your co-workers will be drawn to you, to boost your interpersonal skills, it is advisable to a smile every once in a while and be cheerful about your work and life. This will radiate positive energy around you and motivate you; your team will also get inspired because we have discussed the importance of interpersonal skills while working in a team.

So inspired team spirit, help co-workers, try by creating a friendly and cooperative environment, treat everyone the same not like they are part of a hierarchy and do not interrupt in personality, do not gossip about your team, always consider your teammate's suggestions after addressing a crowd make sure that you have been understood. Now it raises the question of what is efficient communication and what does it means, efficient communication means you have proper command on the communication so that you can express yourself well.

Now with clear an efficient communication you will be able to avoid any potential misunderstandings with your team, this is an importance of good communication, a good speaker could be known as smart and mature, and their age doesn't matter, if you give voice to any impulsive thoughts that come to your mind people will put great value in your opinion. So, efficient communication as I said earlier reinforces the idea of what to say, when to say and whom to say your word.

Learn to understand and avoid complaining, when you are working in an organization, you have to cope up with the problems with a strategy, what are these strategies? You have to create a strategy to excel in a professional world, understanding your team and empathizing with your team is an important trait, when working with others always considers the circumstances from another person's point of view.

What may seem like the correct answer to you, it could have entirely different implications when it seen from another perspective, what we call empathy and also do not complain if you constantly whine about everything your negativity will push others away from you. So first try to short out the problem that occurs due, and if not possible, then you try to solve it with a strategy instead of complaining about it to others.

To resolve conflicts in the present professional world is one of the major issue and how to resolve it because we all are working in a team. So now, it's a time to become a leader of people when a dispute arises and when your teammates become disagree, it can bring the most of things down but you can better the situation by taking the role of moderator. Thus, you can intervene, you can make people calm, cool, make them discuss the issues clearly.

And try to help them to resolve their conflict, and this is how that you can fill the gap with your communication between the two individual and between two groups and this is how you can resolve the conflict. To participate actively in conversation as I used the word communication gap, it is because of a gap that problem arises, so participate actively, last but not the least is that do not just sit idle in a discussion, express your opinion and bring something on the table.

People always appreciate a person who ranges his concern and expresses his opinion clearly when it required, so good interpersonal skills will help you at every stage to ease your life not only within the office or classroom walls but also beyond it. While discussing interpersonal skills, it's also important to know about intrapersonal skills.

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How to Emphasize Your Interpersonal Skills in Your CV?

- Delineate a strong career history section, by incorporating your interpersonal skills
- In your cover letter, expand this further by explaining how you used these skills.
- **Difference between Interpersonal Skills & Intrapersonal Skills.**
- Interpersonal communication takes place between two or more people.
- Intrapersonal communication takes place within the self.

Because they sounded alike interpersonal and intrapersonal, what is these interpersonal and intrapersonal skill, the word inter means between and the word intra means within, so already we have a good graph on what this skill pertains to, intrapersonal communication is a self-talk conversation while interpersonal is the one between many people, emotions, feelings, perceptions, and attitude within a person are called interpersonal skills.

And that is a self-confidence, self-esteem, being patient and straight forward, interpersonal communication is a communication that takes place between 2 or more people while intrapersonal communication is communication that takes place with the self, you may not realize it but intrapersonal skills or people skills are something you already have, and after all you have been learning how to get along with others since the day you were born.

So interpersonal skills, also known as people skills or soft skills or emotional intelligence skills, are related to the way you communicate and interact with others, how to cite your interpersonal skills in your CV? Because good interpersonal skills are quality, and when you prepare your CV and resume, you have to show this to get the opportunity. Now you must have understood what interpersonal skills are and the industries in which they are most useful.

Now you should be able to identify a few of them that you possess, once you use them in your application documents, it becomes important to reference your interpersonal skills throughout the job searching process.

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How to Properly Showcase Interpersonal Skills in your Resume and Cover Letter

- There are two ways like, including them in your skills section, or showcasing them in your professional experience.
- **How to include them in your resume skills section.**
- For interpersonal skills, including them as simple bullets in your skills section can be difficult.
- Take a look at the following examples:
- Excellent Leadership Abilities.
- Good Communication Skills.

Firstly you might include them in your resume particularly if your resume features a summary at the top or if your work history section is formed for mattered with paragraphs rather than bullet points, this is because of each interpersonal skill you gave reference should be connected to any dot or not or an example of when or how you use these skills, it is easier to do that in a paragraph rather than a bullet point.

For example, you might say that my ability to motivate the individuals I manage is demonstrated in how consistently I meet and beat deadlines without burning out my team or my leadership skills that held my team resell my 10% last quarter, even though many of us were new to the department. In this way, you are showing what you have accomplished rather than simply what you did. Other includes similar examples of how you used your interpersonal skills at work in your cover letter.

Remember to focus on what you accomplished by using these skills, finally be prepared to answer interview questions about your interpersonal skills like in your covering letter and resume provide any dot anecdote about it at that time you demonstrated a particular skill in the

workplace and how you had used that skill to add value to the company. Remember action speaks louder than words, so you have to be sure that you had used that skills what you claim to have when you are interacting with your interviewer.

For example, if you emphasize how your friendly demeanour has brought you success in the workplace and also make sure you appear warm and approachable during the interview, match our skill to the job as we are talking that how to show your interpersonal skills in resume. So here I am going to explain that match your skills to the job, you should highlight those skills that are most important for the specific job to which you are applying.

A job in sales, for example, might require excellent communication skills, the ability to develop a rapport and persuasiveness, a human resources position, however, might be better suited for an individual with an ability to inspire trust and strong problem solving motivational and meditation skill. To review the job description and make a list of the characteristics of the employer is after, then match your qualifications to the job by making connections between their requirements and your skills and abilities.

When drafting your CV look carefully at the job description and person specification to see if any specific interpersonal skills are mentioned, start your CV with a clear and concise profile section that describes your main attributes, this should be followed by a strong career history section, again incorporating your interpersonal skills, your professional experience, academic studies, and voluntary work.

In your covering letter you can expand this by explaining how you used these skills and the impact it had on the business, perhaps your strong communication skill might secure a sale or your successful relationship management resulted in excellent customer feedback, if you are invited to an interview emphasize your interpersonal skills and show the recruiter how you used workplace etiquette, professionalism, and self-confidence.

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How to showcase them in your professional experience section.

- The best place to include interpersonal skills on your resume is in your professional experience.

➤ Interpersonal relationship

- Reciprocal social and emotional interaction between two or more individuals in an environment.

Other can also be explained like listening and collaboration by using relevant examples from your work or academic studies, how to properly showcase interpersonal skills in resume, CV or covering letter very important so there are two ways to put skills on your resume directly by including them in your skill section and indirectly by showcasing them in your professional experience bullet point.

How to include them in your resume skills section? For interpersonal skills including them as simple bullets in your skills section can be difficult, excellent leadership abilities, good communication skills and skill at negotiating while the use of adjectives may make these abilities seem impressive at first glance when a hiring manager reads them they see nothing but value.

Just writing leadership is two way have any real meaning, in order to properly highlight the interpersonal skills you need to be more specific, that's why I said that take a look at such topics like excellent leadership abilities, good communication skills, a skill at negotiating you need to write specifically all these points — for example, use of advanced management abilities to highlight more your skills.

Superb public speaking and content writing skills, expert at contract negotiating by adding a specifics it creates more context for your skills and help the hiring manager to get a better

understanding of your actual abilities, that being said it is still essential to prove your interpersonal skills by showcasing how you have used them in past jobs and how to showcase these skills in your professional experience section.

The best place to include interpersonal skills on your resume is in your professional experience, the bullet points enable you to showcase your abilities through action rather than simply listing them, you can write leadership and teamwork, lead a 6 person marketing team in the development and implementation of 3 new marketing strategies resulting in a 12% increased market share.

Communication and active listening transcribed daily meeting minutes and communicated important points to 3 top executives and sharing both business operations; I am giving you the different ways, various styles that you can express your interpersonal skills in your resume especially in your experience or in your working section. Nowhere, such example is given that the candidate not only communicates their abilities but also proves they have used them to achieve a better result.

This creates a much stronger statement that will win over any hiring manager looking for those abilities, in order to do this most effectively on your own resume, now follows these steps, I mean take a look at our interpersonal difference and a list of the interpersonal list and then you can decide that which one should be highlighted more and also to the study of target job. The job you are going to apply.

So once you have written down the things you have discovered in two steps, remove the ones that do not match and then combine them to create strong achievement-oriented bullet points. Now you know for all these communications is very important and whenever we talk of interpersonal skills it is communication, that is important, whether you work in IT, customer service, construction or any other industry you need to be capable enough to communicate clearly and effectively with others.

You will have to interact with others through oral and written communication; some jobs also required skills in effective public speaking. Now when we talk of effective public speaking, there are three important points related to this skill: first non-verbal communication, second public speaking, and the third verbal communication. So we are now discussing the public speaking and these are the point related to the public speaking area.

Let us begin with non-verbal communication and as I said and I repeated several time that non-verbal communication takes 65% of the total communication, that is why it is said that action speaks louder than words, so non-verbal communication refers to gestures, facial expression, tone of voice, eye contact or lack of body language posture and other ways people can communicate without using language.

When you are interviewing for a job or participating in a meeting, you use non verbal communication which is almost as important as your verbal responses, where traits like crossed arms can seem defensive, poor posture may appear unprofessional, a downward gears or avoiding eye contact can detract from you being seen as confidence, employers will evaluate what you can do as well as what you can say and you can use as your non-verbal communication skills to make the best impression.

If your skills are not top-notch, you can practice them so you can make a positive impression on everyone you meet in the workplace and beyond it. Now we should discuss the importance of nonverbal communication because we have discussed the importance of interpersonal and effective communication. So it is very important to discuss the importance of nonverbal communication.

Most candidates carefully prepare what they will say during interview and networking meetings. However, knowing what you will say is only part of the picture, just as important as having an understanding of how to convey your messages through your body language, your interview, and networking success will be largely determined by the impression people get of you and how they will respond to what you say.

There are certain examples of non-verbal communication that you should avoid to make you perfect in interpersonal skills and effective communication, always launching set with your back is straight up against the chair only in slightly for what to convey engagement, stay clear of a smile on laughter when messages are serious display some animation with your hands and facial expressions to project a dynamic presence.

But avoid talking with your hands excessively which can appear unprofessional and unpolished, do not bring your phone, a drink or anything else that could distract you in interview or meeting, eliminate visiting and shaking of limbs, establish frequent but not continuous or piercing eye contact with interviewers, focus on the conversation in a group interview and shift eye contact to the various speakers.

Introduce yourself with a smile and a firm handshake, be sure that your palms are dry, keep your hand away from your face and hair, listen carefully and do not interrupt, maintain open arms, folded arms can convey defensiveness, modulate your vocal tone to express excitement and punctuate key points, observe the reaction of others to your statements read the non-verbal signals of others to your statements.

Read the non-verbal signals of others, provide clarification if they look confused and wrap up if they have heard enough, refrain from forced laughter in response to humor, avoid looking at the clock, phone or displaying any other signs of disinterest, respect the amount of personal space preferred by your communication partners. Rotate eye contact with various speakers in group interviewing on networking situations.

Shake hands firmly without excessive force, show that you are interested in what the interviewer is telling you, a smile to indicate that you are amused or pleased with a communication, to stay calm even when you are nervous, steer clear of monotone delivery, wait until the person is done talking to respond, now these are the points you have to keep in mind whether you are in job or in an interview, what I say that communication is something that is automatic.

And most of the communication you learn through the alertness of mind, that is why I said, and it is said that the moment you born you start learning language, now when we grow up, well several challenges are there in front of us, first to complete education, to get a suitable job and then to survive in the scenario of a job to become a successful person. So what are the parameters that we have to keep in mind?

Now your non-verbal communication can either support the tone of your conversation or leave the interviewer wondering whether you are all talking and no substance, displaying non-verbal behaviours that are a match for your messages can help you to convince employers that you are genuinely interested in the job and suited for the work. Another hiring factor is the subject's apparent ability to relate effectively with clients, co-workers, and other stakeholders.

For example, shortly mirroring interviews, body language can make you appear more trustworthy to them, in the same vein lack of eye contact is a sign of low confidence and an inability to engage with others truly. Now here I want to conclude by saying that there are end numbers of points in qualities through which you can get success in your professional life and personal life, thank you for today it is over.